### 2017-2020 Nursing Strategic Plan

**FMH Nurses: Committed to Excellence**

#### Five Strategic Goals

<table>
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<tr>
<th>Goal</th>
<th>Objectives</th>
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| Establish an exceptional and engaged clinical division | • Develop a nursing workforce rooted in Shared Governance and continuous improvement  
• Foster an atmosphere of continuous learning and professional growth  
• Ensure quality onboarding and continuing education offerings from within the organization  
• Create a culture of ownership, empowerment, and accountability through team engagement |
| Demonstrate a culture of transformational leadership | • Apply ANA Nursing Scope and Standards into leadership and staff practice  
• Develop transformational leaders at all levels who can create and implement programs/products/environments to meet the patient population needs and FRHS organizational goals  
• Utilize peer review and self-reflection for evaluation and leadership development planning  
• Establish succession planning through all levels of nursing leadership  
• Ensure consistent rounding at all levels  
• Build meaningful recognition into leader workflow |
| Establish a Service oriented culture that allows for an exceptional patient experience | • Utilize best practices to establish a shared understanding of the role of employee engagement in driving patient satisfaction  
• Create a motivational culture that focuses on mutual accountability and collaboration  
• Develop consistent process for recognizing staff successes in Customer Service outcomes  
• Ensure departmental action plans are targeted to positively impact the priority index items for patient experience |
| Establish high-reliability for superb quality nursing practice | • Establish process to ensure ownership of quality outcomes and cross-continuum care by staff and nursing  
• Align education and competency programs to organizational and nursing goals and expected outcomes  
• Create process for organized implementation of new initiatives that are evidence-based and generate clinical quality  
• Ensure individual and peer to peer accountability process is being practiced on all units  
• Develop a process for continual evaluation to ensure sustainment of initiatives  
• Be transparent by developing sustainable and consistent methods for reporting data and outcomes to frontline staff |
| Meet or exceed financial targets; Develop an open and transparent financial culture | • Ensure Nursing Division staffing resources are used to the best of their potential  
• Understand GBR and its impact. Implement changes needed to maximize financial outcomes  
• Control expenses through appropriate supply usage and contract management and ensure appropriate utilization |

**Superb Quality. Superb Service. All The Time.**

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